



Working to end violence and abuse.

## Role Profile

|                         |   |                      |                      |
|-------------------------|---|----------------------|----------------------|
| <b>Job Title:</b>       | <b>MARAC IDVA<br/>(Independent Domestic Violence Adviser)</b> |                      |                      |
| <b>Grade:</b>           | Point 5 (Unqualified) / Point 6 (Qualified)                   |                      |                      |
| <b>Salary:</b>          | £26,505 (Unqualified) / £28,477 (Qualified) per annum         |                      |                      |
| <b>Hours:</b>           | 35  |                      |                      |
| <b>Contract Type:</b>   | Permanent   |                      |                      |
| <b>Location:</b>        | Thanet & Dover  |                      |                      |
| <b>Responsible to:</b>  | RAISE Team Leader   |                      |                      |
| <b>Responsible for:</b> | No designated reports   |                      |                      |
| <b>Committed</b>        | <b>Connected</b>  | <b>Collaborative</b> | <b>Compassionate</b> |

### Background

Oasis is a passionate and ambitious organisation committed to tackling the causes and consequences of domestic abuse on families. We are known in Kent & Medway for our dedicated, independent services that have been supporting the cause with a local focus for many years.

### Overall:

We provide an efficient service for families affected by domestic violence and abuse across Kent & Medway. These families and individuals will have a range of needs, and our client support work is needs-led, risk-focused & trauma-informed with a focus on developing individual resilience. We work with clients in a range of settings. We provide group working and all support staff are expected to be capable of integrated working in the wider social system. Staff are expected to work flexibly as needed by service demands, this may include evenings and weekends. Staff are also expected to participate in the out of hours service, providing an on-call system for the refuge service users (for which enhancements are paid) where necessary.

### Working with the mission of the organisation

Frontline roles are the reason for the charities existence, and the holder of this post must have excellent team and communication skills (especially in working across the internal and external systems), must have a strong understanding of the dynamics of domestic violence and abuse, and must have excellent boundaries in working within the limits of the role and be committed to ensuring that Oasis service users have excellent support. This role requires a can-do attitude in

helping service users to progress on their journeys, building new lives free from violence and abuse.

### **Competency**

Staff at Oasis have a commitment to and optimistic approach with the emotional support and development of their client group. They are reflective about their practice and able to use techniques to keep their work sound and safe for both them and the client.

The organisation utilises a competency framework to enable the development of competent and emotionally intelligent behaviors. All staff are expected to engage with personal learning through the use of this framework. A summary is attached at the end of this role description.

### **Purpose of the role**

The post will be part of the adult services (RAISE interventions), including a range of services aimed at creating a whole family approach to those experiencing domestic abuse living both in a refuge setting and in the community. As a team you will provide a wraparound approach, along with specialist/statutory services.

The team offer flexible support to recent victims of domestic abuse and their children through a needs-led, risk-focused approach.

The key purpose of an IDVA is to enhance the safety of individuals and children in their homes and communities whilst enabling service users to address their needs. The service aims to enable victims to discuss issues relating to their experiences freely and without judgement. They will be supported in whatever decisions they make and be assisted in accessing other agencies as appropriate to their individual circumstances and wishes.

Oasis' IDVAs specialise as follows:

### **MARAC IDVA**

MARAC IDVAs work to support and represent high risk clients through MARAC (Multi Agency Risk Assessment Conference). MARAC IDVAs work within a multi-agency partnership to ensure risk-led support of clients experiencing domestic abuse. They will conduct rigorous safety planning, enable the client to move forward in their recovery and ensure a coordinated community response to the client's needs. MARAC IDVAs are the voice of clients during the MARAC process and must have the skills and capabilities to advocate with a range of partners and may include your attendance at the MARAC meeting.

### **SDVC IDVA**

This is a MARAC IDVA who works within the criminal justice system to ensure all agencies coordinate their work to achieve best outcomes and keep people safe. IDVAs work with clients and other agencies within the court process.

### **Community IDVA**

The Community IDVA role has a dual focus, supporting those who are assessed at standard and medium risk in both the local community and in refuge. Community IDVAs create support plans that will include, but is not limited to, safety planning, housing, legal and financial matters, which are tailored to meet their clients' needs. They also support clients residing within Oasis refuge accommodation, with individual tailored interventions to meet their practical and emotional needs. Community IDVAs are the voice of clients throughout their journey within refuge and must have the skills and capabilities to advocate with a range of partners.

## **Outreach IDVA**

Working similarly to the Community IDVA, this role is focused on supporting those living in the local community, and does not include supporting clients residing within Oasis refuge accommodation.

## **Access IDVA**

This is a Community IDVA with an accessibility focus. This specialist support involves assertive engagement and intervention that creates opportunities for those who may be deemed to have 'complex needs' to be involved with the service. Access IDVA should have a good understanding of trauma-informed practice and be able to offer services that meet the needs of people with a range of additional needs. This will involve excellent multi-agency working.

## **Key responsibilities**

1. To assess incoming referrals and identify the best support agreement for their needs in accordance with the RAISE support framework toolkit, including specific response times.
2. To contact service users, providing and seeking information with a professional approach.
3. To provide on-going assessment and review of a trauma-informed SMART support and safety plan. This will include a holistic view of the multiple needs of the individual.
4. To provide support and advice by telephone and in a mutually agreed safe place.
5. To provide support, information, advocacy and signposting, including relationship breakdown, substance misuse, mental health, safety planning, housing options, welfare & benefits, civil and criminal legal issues, immigration, budgeting, paying bills, addressing debt, tenancy sustainment, education, training, employment and access to other agencies.
6. To enable service users to develop the skills and resources necessary to move on and maintain independence and self-reliance.
7. To provide emotional support, using solution-focussed practice and ways to wellbeing.
8. To facilitate group work: Phoenix, Recovery and Skills for Life as well as any others are based on presenting needs.
9. To identify and risk assess complex multiple needs such as substance misuse and mental health.
10. To follow Risk Assessment and Safety Planning processes detailed in the RAISE toolkit, including the DASH checklist.
11. Liaise with the IDVA attending MARAC to ensure that clients are appropriately represented.
12. Manage the safeguarding of vulnerable adults and children in line with organisational policy, in discussion with a Senior/Manager and with an open communication with Children and Families and Adult Services.
13. Risk assess and safety plan with service users and deliver service in keeping with the result.
14. Support the empowerment of the client and assist them in recognising the dynamics of domestic/sexual violence.
15. Develop individual safety and support plans to meet individual risks and support needs that clients face, regularly review cases ensuring that all agencies are meeting the needs of clients. Ensure effective liaison with agencies regarding case management.

16. Refer appropriate clients to MARAC, explaining procedures and rights within the MARAC process to the client and keeping clients' safety central to all coordinated responses. Support colleagues and partner agencies to provide the best possible service. Follow up on all required actions in liaison with the support manager.
17. Provide direct support to Police, primary care services, housing departments and social services in the provision and coordination of support developing strong relationships with these and other partners to improve the outcomes for clients.
18. Participate in a 2 weekly rota covering duty desk, One Stop shops and drop-ins as required.
19. To support clients through the criminal justice system, explaining the procedures and their roles and rights within the court process, ensuring that, whenever possible, clients have realistic expectations of the criminal justice system.
20. To liaise with the CPS, Witness Care Unit, police and other partner agencies to ensure that the clients' safety needs are considered within the judicial process.
21. To hold a caseload efficiently and effectively.
22. To ensure that regular opportunities are given for service users to feedback on the service.
23. To maintain thorough, confidential and up-to-date service user records and case management notes using a client database.
24. To engage with all impact analysis and story gathering for organisational learning.
25. To remain up-to-date and compliant with all organisational policies and procedures and professional codes of conduct in order to uphold standards of best practice.
26. Participate in a mandatory on call system for out of hours emergencies for refuge clients.
27. To perform other reasonable tasks as identified by the organisation.
28. To engage positively with the clinical supervision process.

### **Additional responsibilities for IDVA role specialisms**

In addition to the responsibilities listed above, the IDVA specialisms will also have the following responsibilities:

#### **MARAC IDVA.**

1. Managing a caseload; focusing on high and extreme risk victims to provide a proactive, short to medium term service based on the SafeLives care pathway.
2. To represent the clients' safety needs and wishes, either directly or via a formal handover, at the local MARAC; complete any actions as agreed at the MARAC meeting.
3. To work within the terms of the MARAC and Court Protocols as required.

#### **Community IDVA**

The refuge part of this role includes:

1. Chairing weekly House meetings.
2. Managing the daily safety and security of the refuge.
3. Working alongside the Specialist Family Support practitioner to provide a whole family approach.
4. Manage the dynamic relationships with the household.
5. Provide 12 weeks resettlement support to those who have moved on from refuge into settled accommodation.

#### **Access IDVA**

1. Supporting the development of the referral and assessment pathway for those who struggle to access services.
2. To provide support and advise by telephone or in a mutually agreed safe place or (if the situation is assessed as safe) at a private home.
3. Working face to face is integral to this service provision and may often be in the form of joint visits with other providers.
4. Initiating, attending and developing drop-ins and other services to support service users in the community.
5. To work with all age ranges as the service demands.
6. Identifying awareness-raising and primary prevention opportunities in the community. This will include regular visits to community groups and other agencies to aid the development of close multi-agency referral systems.

### **SDVC IDVA**

1. To attend Specialist Domestic Violence Court (SDVC) and update CJS partners; represent clients' wishes and safety needs to CPS and probation as relevant.
2. Liaise with courts regarding non-SDVC cases and updates.
3. To monitor court dates and liaise with other IDVAs as necessary.
4. Liaise with the RAISE team regarding Witness Care Unit referrals and case updates.
5. Support other IDVAs and support staff in all matters relating to court.
6. To ensure that client centered support is at the heart of the judicial process.

### **Review arrangements**

The details contained in the role specification reflect the content of the job at the date the document was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, we will expect to revise this role specification from time to time and will consult with the post holder at the appropriate time.

**Oasis Domestic Abuse Service is committed to safeguarding and promoting the welfare of children; applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.**

| Person Specification  | Essential | Desirable |
|---|-----------|-----------|
| <b>1. Experience</b>  |           |           |
| Substantial experience of providing emotional and practical support to service users, probably acquired over a period of not less than 2 years.   | Y         |           |
| Experience of working in a multi-agency setting with a willingness for partnership working  | Y         |           |
| Experience of engaging with service users through assertive outreach  | Y         |           |
| Experience of liaising with social services, police, health agencies, housing providers and voluntary organisations   | Y         |           |
| Experience of working within a residential setting/refuge/women's advice centre or similar, or other relevant agency.   |           | Y         |
| Access IDVA: Experience of working with clients with complex needs including substance misuse, mental health and/or learning disabilities.  |           | Y         |
| <b>2. Knowledge &amp; Qualifications</b>  |           |           |
| Advanced theoretical, practical and procedural knowledge regarding the issues surrounding the impact of domestic abuse and sexual violence victims and their families and the civil and criminal justice remedies relating to domestic and sexual violence. | Y         |           |
| SafeLives trained and/or WAFE trained   |           | Y         |
| Knowledge of when to refer, coupled with the ability to understand complex needs such as substance misuse and mental health issues.   | Y         |           |
| Knowledge of child protection issues and legal responsibilities   | Y         |           |
| Knowledge of undertaking risk assessments and designing safety plans  | Y         |           |
| Knowledge and understanding of the remits of the relevant statutory and voluntary agencies  | Y         |           |
| A recognised social work, counselling or related qualification  |           | Y         |
| Good understanding of trauma informed practice  | Y         |           |
| <b>3. Capabilities &amp; skills</b>   |           |           |
| Highly skilled in delivering group work sessions  |           | Y         |
| Highly skilled in assessment of the service user's needs  | Y         |           |
| Skilled in motivational interviewing and approaches such as brief therapy intervention  |           | Y         |
| A methodical and well organised approach to workload and an ability to work within a stressful environment and be able to work on own initiative with minimal supervision   | Y         |           |
| Excellent inter-personal and communication skills, able to communicate effectively both orally and in writing. Able to work effectively within a team setting   | Y         |           |
| An ability to manage crisis situations calmly and with a problem-solving approach. Excellent advisory, guidance, negotiation and persuasive skills in order to influence outcomes for service users   | Y         |           |
| An ability to develop a trusting and confidential relationship with abused service users and interpret assessments in order to support a safety plan  | Y         |           |

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|---|---|--|
| To be respectful, non-judgmental, non-directive and confidential in supporting service users. To encourage service users to take control of their lives and set realistic objectives and goals. Ability to communicate effectively with service users whilst maintaining professional boundaries. | Y |  |
| Ability to work within a line management structure  | Y |  |
| Good administrative skills. Computer literate and able to maintain accurate records   | Y |  |
| <b>4. Emotional intelligence</b>  |   |  |
| <b>Self Awareness:</b> recognizing own emotions, strengths and limits, being self-confident   | Y |  |
| <b>Self Regulation:</b> having self-control, honesty, accountability, flexibility and being welcoming of new ideas.   | Y |  |
| <b>Motivation:</b> drive to achieve the best outcome, ability to align with the values and goals of the organization, opportunistic, persistent   | Y |  |
| <b>Empathy:</b> understanding others, developing others, client focus, cultivating diversity, able to read and work with group/ team dynamics.  | Y |  |
| <b>Social skills:</b> able to influence, convincing and adult communication, inspiring messages, able to drive change, nurturing of instrumental relationships, working together on shared goals and able to create group synergy.  | Y |  |
| <b>5. Other</b>   |   |  |
| Candidates must be willing to undergo an Enhanced Disclosure & Barring Service check  | Y |  |
| Evidence of qualifications listed on the application form   | Y |  |
| Full driving licence and access to own vehicle  | Y |  |

(1) Making a positive impact/ (2) Working effectively with others/ (3) Communication/ Continual improvement/ (4) Planning and delivery of task/ (5) Motivational leadership

|   |   |   |  |  |
|---|---|---|--|--|
| <b>Personal Skills</b><br>determine how we manage ourselves                 | <b>Self-awareness</b><br>knowing one's internal states, preferences, resources and intuitions | <b>Emotional Awareness</b>  | Recognising one's emotions and their effects                       |  |
|   |   | <b>Accurate Self-Assessment</b>                                     | Knowing one's strengths and limits                                 |  |
|   |   | <b>Self-confidence</b>  | A strong sense of one's self worth and capabilities                |  |
|   | <b>Self-regulation</b><br>managing one's internal states, impulses and resources              | <b>Self-Control</b>   | Keeping disruptive emotions and impulse in check                   |  |
|   |   | <b>Trustworthiness</b>  | Maintaining standards of honesty and integrity                     |  |
|   |   | <b>Conscientiousness</b>  | Taking responsibility for personal performance                     |  |
|   |   | <b>Adaptability</b>   | Flexibility in handling change                                     |  |
|   | <b>Motivation</b><br>emotional tendencies that guide or facilitate reaching goals             | <b>Innovation</b>   | Being comfortable with novel ideas, approaches and new information |  |
|   |   | <b>Drive</b>  | Striving to improve or meet a standard excellence                  |  |
|   |   | <b>Commitment</b>   | Aligning with the goals of the organisation                        |  |
|   |   | <b>Initiative</b>   | Readiness to act on opportunities                                  |  |
|   | <b>Social Skills</b><br>determine how we handle relationships                                 | <b>Empathy</b><br>awareness of others' feelings, needs and concerns | <b>Optimism</b>  | Persistence in pursuing goals despite obstacles and setbacks                               |
|   |   |   | <b>Understanding Others</b>  | Sensing others' feelings and perspectives, and taking an active interest in their concerns |
| <b>Developing Others</b>  |   |   | Sensing others' development needs and bolstering their abilities   |  |
| <b>Task Focus</b>   |   |   | Anticipating, recognising and meeting client needs                 |  |
| <b>Social Skills</b><br>adeptness at inducing desirable responses in others |   | <b>Cultivating Diversity</b>  | Cultivating opportunities through different kinds of people        |  |
|   |   | <b>Political Awareness</b>  | Reading a group's emotional currents and power relationships       |  |
|   |   | <b>Influence</b>  | Wielding effective tactics for persuasion                          |  |
|   |   | <b>Communication</b>  | Listening openly and sending convincing messages                   |  |
|   |   | <b>Conflict Management</b>  | Negotiating and resolving disagreements                            |  |
|   |   | <b>Leadership</b>   | Inspiring and guiding individuals and groups                       |  |
| <b>Change Catalyst</b>  | Initiating or managing change   |   |  |  |
| <b>Building Bonds</b>   | Nurturing instrumental relationships  |   |  |  |
| <b>Collaboration &amp; Cooperation</b>                                      | Working with others towards shared goals  |   |  |  |



